Efforts are being made to extend tracking facility for State Speed Post Centres and other Speed Post booking/delivery offices also. Web based customer grievance handling system is put in place in major cities and towns.

Demand of WLL/Garuda and Dolphin Mobile Phones

3751. SHRI SANJAY RAUT: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that WLL/Garuda and Dolphin Mobile Phones are not supplied to the consumers in time by the officers of MTNL/BSNL in spite of heavy demand from the people;

(b) whether it is also a fact that due to delay in supply, many of the consumers are going to other private cellular companies; and

(c) if so, the details of the steps taken or proposed to be taken to speed up the supply?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Sir, Garuda and Dolphin connections, the WLL and GSM post paid connections of MTNL are available on demand and there is no waiting list for both units in MTNL.

(b) In the present Telecom scenario, the consumers are shifting from one operator to another because of options available and suiting to individual requirement.

(c) The following measures are taken to provide connections on the same day:

(i) Use of pre activated handsets in Garuda.

(ii) Enough capacity is available in Dolphin/Garuda network to meet the demand.

(iii) Booking in Sanchar Haat/Call Centre.

(iv) Provision of new subscribers through Billing and Customer Care Service (B & CCS) in case of GSM to cut down delays.